

WHAT IS CLAIMED IS:

1 **WHAT IS CLAIMED IS:**
2 1. A method of executing a diagnosis program including multiple
3 procedures associated with remedy procedures wherein the diagnosis program
4 does not specify an order in which the remedy procedures are executed, the
5 method comprising:
6 receiving, in a computer system wherein a plurality of automated
7 diagnostic procedures is performed, priority information specifying an order in
8 which failures of any of the plurality of automated diagnostic procedures are to be
9 addressed;
10 performing the plurality of automated diagnostic procedures; and
11 upon at least some of the automated diagnostic procedures failing,
12 performing a plurality of automated remedy procedures in the specified order, the
13 automated remedy procedures being associated with the failed automated
14 diagnostic procedures.

1 2. The method of claim 1, wherein performing the plurality of
2 automated remedy procedures in the specified order comprises initially
3 displaying a first identifier for a failed automated diagnostic procedure that is to
4 be addressed first, the first identifier being displayed for a user to initiate an
5 automated remedy procedure associated with the failed automated diagnostic
6 procedure.

1 3. The method of claim 2, further comprising displaying a second
2 identifier following performance of the automated remedy procedure, the second
3 identifier being associated with another failed automated diagnostic procedure.

1 4. The method of claim 1, wherein a failure of at least one of the
2 automated remedy procedures comprises one selected from the group consisting
3 of: an informational message, an advisory, a warning, a fatal error notification,
4 and combinations thereof.

1 5. The method of claim 1, wherein the priority information comprises a
2 matrix with dependency values for the plurality of automated diagnostic
3 procedures.

1 6. The method of claim 5, wherein one of the dependency values
2 indicates a correlation probability between two of the automated diagnostic
3 procedures, and wherein the method further comprises deciding a relative order
4 of addressing the failures of the two automated diagnostic procedures based on
5 the correlation probability if the correlation probability is at least a threshold
6 value.

1 7. The method of claim 1, further comprising updating the priority
2 information upon at least some of the automated diagnostic procedures failing.

3 8. The method of claim 7, further comprising updating the priority
4 information also if any of the automated remedy procedure causes any other of
5 the plurality of automated diagnostic procedures to fail.

1 9. The method of claim 7, further comprising updating the priority
2 information also if any of the automated remedy procedures resolves a problem
3 that causes any other of the plurality of automated diagnostic procedures to fail.

1 10. The method of claim 9, wherein a first update of the priority
2 information made upon some of the plurality of automated diagnostic procedures
3 failing is less significant than a second update made upon any of the automated
4 remedy procedures resolving a problem that causes any of the plurality of
5 automated diagnostic procedures to fail.

1 11. The method of claim 7, wherein a user enters the priority
2 information in the computer system.

1 12. The method of claim 11, wherein the user specifies that a
2 relationship between addressing the failures of at least two of the plurality of
3 automated diagnostic procedures is not to be changed in any updates.

1 13. The method of claim 7, wherein the priority information is received
2 from a publisher according to a subscription.

1 14. The method of claim 13, wherein the priority information is updated,
2 further comprising publishing the updated priority information.

1 15. The method of claim 1, further comprising generating the priority
2 information using a dependency model for the automated diagnostic procedures.

1 16. The method of claim 15, wherein the dependency model associates
2 at least two problems with the observed data and wherein the plurality of
3 automated diagnostic procedures includes two automated diagnostic procedures
4 designed to identify the two problems, and wherein the method further comprises
5 deciding a relative order of the two automated diagnostic procedures using the
6 dependency model.

1 17. The method of claim 15, further comprising generating a policy
2 using the dependency model and using the policy in generating the priority
3 information.

1 18. The method of claim 17, wherein the policy specifies how to
2 perform at least two of the automated remedy procedures upon observing certain
3 data.

1 19. The method of claim 1, wherein the plurality of automated
2 diagnostic procedures includes a first user-developed automated diagnostic
3 procedure and a plurality of preconfigured automated diagnostic procedures, the
4 preconfigured automated diagnostic procedures being part of a program that is
5 configured to accept user-developed automated diagnostic procedures.

1 20. The method of claim 19, wherein the user-developed automated
2 diagnostic procedure is a Business Add-In component.

1 21. The method of claim 1, further comprising receiving user input
2 modifying the priority information.

1 22. The method of claim 21, wherein the input does at least one
2 selected from the group consisting of: specifies a correlation probability between
3 two of the automated diagnostic procedures, selects a correlation probability
4 between two of the automated diagnostic procedures not to be updated, modifies
5 the specified order, and combinations thereof.

1 23. A computer program product tangibly embodied in an information
2 carrier, the computer program product including instructions that, when executed,
3 cause a processor to perform operations comprising:

4 receive, in a computer system wherein a plurality of automated diagnostic
5 procedures is performed, priority information specifying an order in which failures
6 of any of the plurality of automated diagnostic procedures are to be addressed;

7 perform the plurality of automated diagnostic procedures; and

8 upon at least some of the automated diagnostic procedures failing,
9 perform a plurality of automated remedy procedures in the specified order, the
10 automated remedy procedures being associated with the failed automated
11 diagnostic procedures.

1 24. A computer program product tangibly embodied in an information
2 carrier, the computer program product including instructions that, when executed,
3 generate on a display device a graphical user interface for a diagnosis program,
4 the graphical user interface comprising:

5 an identifier display area for displaying, upon a plurality of automated
6 diagnostic procedures being performed in a computer system, a first identifier of
7 at least one failed automated diagnostic procedure such that a user can initiate
8 an automated remedy procedure associated therewith, the failed automated
9 diagnostic procedure being selected using priority information specifying an order
10 in which failures of any of the automated diagnostic procedures are to be
11 addressed.

1 25. The computer program product of claim 24, wherein a second
2 identifier of at least one other failed automated diagnostic procedure is displayed
3 in the identifier display area upon performance of the automated diagnostic
4 procedure.

1 26. The computer program product of claim 24, wherein the identifier
2 display area is a critical error view area, and wherein the first identifier is
3 displayed because the failed automated diagnostic procedure is most critical
4 according to the priority information.